

eServices for the Internet

user quick reference guide

Welcome, Wilkins James! Select Post: Zug

U.S. Department of State
eServices v1.00.001

Home View/Modify Profile

Service Request Links

- Arrival/Departure Services
- CLO
- Facility Maint. Work Order
- Financial Management
- General Services Office
- Health Unit
- Human Resources
- Information Technology
- Motor Pool
- Print/Copy Shop
- Procurement
- Security
- Supplies
- Travel

Service Request Summary Request Type: All Status: All Refresh

Use the column heading links to re-sort the data below by selecting the column heading links:

Action	Request	Post	Description	Status	Age
Edit Delete	SERVICE REQUEST	Zug	Service Request - Payroll Test 219	draft	0 minute
View Cancel	SERVICE REQUEST	Zug	test cards	pending	1 day, 18 hours
View Cancel	VEHICLE	Zug	Pick up Amb. Rosedale from Villa	awaiting authorization	1 day, 18 hours
View Cancel	SERVICE REQUEST	Zug	Another question about staplers	pending	1 day, 18 hours
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View Cancel	SERVICE REQUEST	Zug	Get the property	awaiting authorization	1 day, 18 hours
View Cancel	SERVICE REQUEST	Zug	Service Request - Health Unit Test James 214	awaiting authorization	1 day, 18 hours

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1

This is the new eServices for the Internet page:

<https://iServices.state.gov>

The top of the page shows user and post information.

The left side contains the Service Request Links. The right side provides instant access to your requests and shows vital information about the request.

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2

Selecting the category of service will expand and collapse the menu, displaying that group's service request choices.

3

Click on Motor Pool link to display its associated service requests. Fill in all required fields to complete the request.

4

Pre-populated fields will have list boxes that pop up. Click on Submit to send the request to eServices at post.

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Passengers

Search: Find

Last Name	First Name	Title
ALASHAN	AHEES	COMMERCIAL ATTACHE
BELL	ALEXS	INFORMATION MGT OFFICER
BIOFELLOW	AUGUSTUS	AMBASSADOR
BILCKO	JOSEFINA	OPERATIONS NCO
BOUTCHEW	EVENO	CHIEF OF CONSULAR SECTION
CHET	JEET	SENIOR CONSULAR ASSISTANT
CRACKERJACK	SUSAN	POLICE OFFICER
DMINISTER	GRANT	AID MISSION DIRECTOR
DAVITZ	DITZ	INFORMATION POM OFFICER
DRIVER	ZENDA	MOTOR POOL DISPATCHER
FORNZA	GAMME	PERSONNEL ASST.
GATS	WILLIE	INFO SYS OFFICER
GOODMAN	SHEEZA	DCM
HAMMER	GOTTA	FACILITIES MANAGER
HARRIED	IMA	CHIEF OF MANAGEMENT SECTION

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Request Details

Requesting Post: Zug

Request Description: Pick up

Request Details

Passenger Pick Date: (MM/DD/YYYY) 06/24/2009

Passenger Pickup Time: (HH:MM, 13:35) 13:00

Driver Return Time: (HH:MM, 13:35) 17:00

Name of Passenger(s):

No of Passengers:

Pick up Point:

Destination:

Remarks:

Driver Needed? ☐

Is this a Local Trip? ☐

eServices for the Internet

CC Email Addresses -- Web Page Dialog

If you would like all automatic email transactions to be CC'd to another email account, please specify the email address here:

FranklinB@state.gov; HamiltonJ@state.gov; JeffersonT@state.gov

To CC multiple email addresses, delimit the addresses with a semicolon
For example: JohnDoe@state.gov;JaneDoe@state.gov;JimmyDoe@state.gov

Continue

5

After clicking on Submit you have the option of sending a CC e-mail to a third party recipient. Enter additional e-mail address, separated by semi-colons or leave the field blank (to skip this step) and click on Continue.

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You are returned to the Service Request Summary page, which will initially show the new request as awaiting authorization or pending.

7

All requests made from eServices from the Internet that are associated with this post will be shown in this list.

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Once service is completed you will be prompted to fill out a customer satisfaction survey.

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Customer Satisfaction Survey

Request Details

Request Type: Service Request
Request Description: test cards
Requested On: 06/22/2009 15:06:20
Completed Date: 06/24/2009 09:43:00
Status: Completed
[View Details of this request](#)

Customer Survey

Please rate your experience with the service that was used.

Excellent ☐ Good ☐ Satisfactory ☒ Unsatisfactory ☐ Unacceptable ☐

Comments:

Submit

ONE VISION. ONE MISSION. ONE SOFTWARE.

LINKS

PASS <http://pass.irm.state.gov> | FAQ <http://askpass.irm.state.gov> | Listserv <http://lmlist.state.gov/archives/pai.html>



PASS PMO
IRM/OPS/SIO/APD
SA-15, Room 3214

